Purpose

This SOP is intended to outline how to find or request tracking for parts ordered by our Power Train Vendors. This SOP will encompass both API and non-API part orders. API or Application Programming Interface is automatic system that retrieves quotes directly from the vendors catalogue and loads it directly into CMS. This allows for faster quotes. Currently the only vendor set up with an API is C&K.

Teams Impacted

- Claims
- Claims Management
- Customer Service
- Customer Service Management

Procedure

1. Click on the **[Parts Tab]**, and check under the **[Part(s) Ordered]** section to determine if the part is being ordered from an API Vendor or if the order is for multiple parts.

Action	Status	Part Name	Vendor Name	QTY	Part Price	Core	Shipping	Other	Tax	Total	ETA (days)	Delivery Status	Condition	Quote Description
☑ Part(s) Ordered														
☐ ▼ 🛒 Placed		ⓘ Starter Motor	ⓘ C & K Auto Parts	1	$474.53	$43.00	$52.50			$552.03	1	No Info	OEM	Starter

2. If the part is coming from a Non-API Vendor or has multiple parts in the order check the **[Notes tab]** for tracking information. If it's been over 24 hours since the order sometimes Vendor Management has already received tracking and posted it in the notes.

Parts

TRACKING AND DELIVERY/ETA UPDATE FROM C&K

Fedex 399274917192

DELIVERED
Wednesday
6/7/2023 at 9:59 am
Signed for by: J.RIVERA

https://www.fedex.com/fedextrack/?
trknbr=399274917192&trkqual=2460102000~399274917192~FX

COPY AND PASTE THE LINK ABOVE INTO GOOGLE SEARCH TO GET
UP-TO-DATE TRACKING INFO FOR THIS PART ORDER

SNT TO CB TO ADV THE CH AND THE RF

      a.   If no tracking information is found, send a **[Task]** to Vendor Management to request tracking. (Follow SOP for how to task to Vendor Management).

3.   If the part is coming from an API Vendor like C&K, click the **[Carrot Drop Down]** next to the part line.

      a.   Choose **[Update Delivery Status]** from the drop-down menu.

      b.   This will load a pop-up window with the tracking information for the part.

      c.   If the window does not pop up, then send a **[Task]** to Vendor Management to request tracking information. (Follow SOP for how to task to Vendor Management).

Approval & Revision

Date Created 06/08/2023	Created By Correlia Hanzelka		Date Approved 6/13/2023		Approved By Mandi Jacober
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]		Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]		Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]		Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]		Approved By [Approver's Name]